

Tenant Handbook

Tacoma Rhodes Center

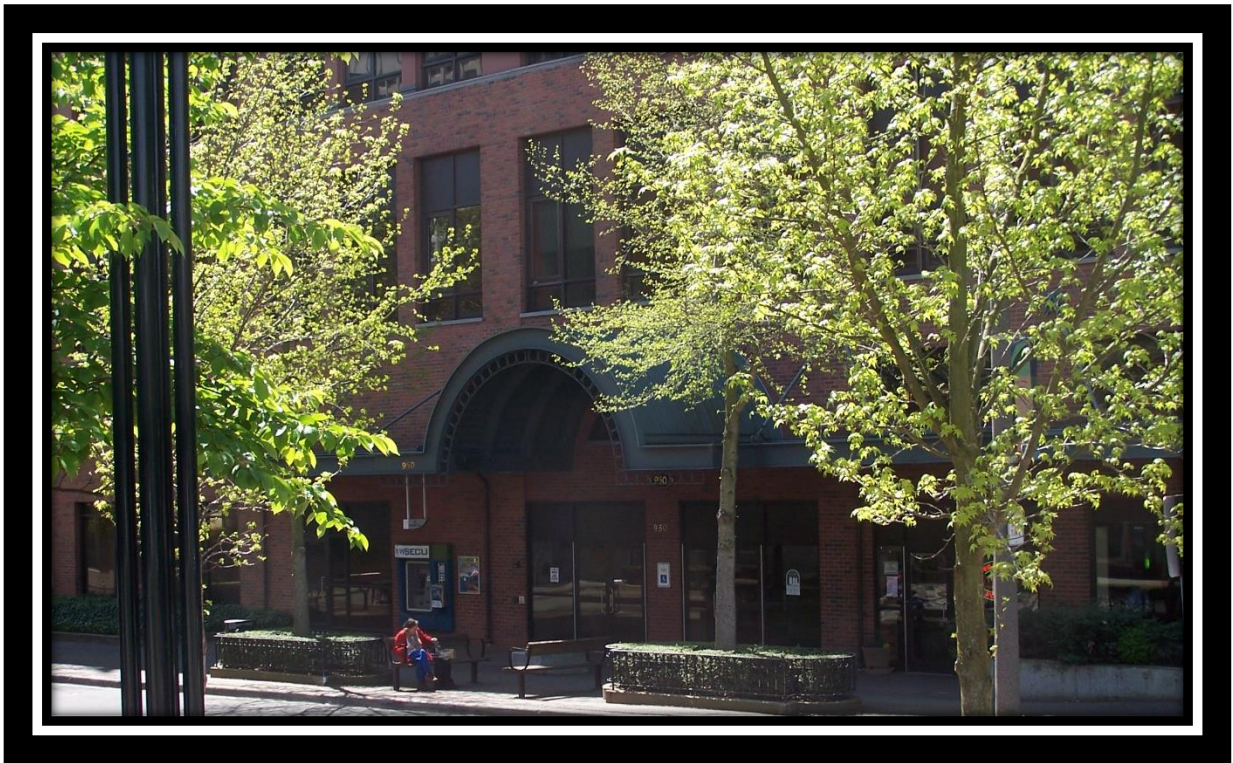


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INTRODUCTION

Working Together for a Healthy, Safe and Productive Workplace

This Handbook describes guidelines, policies and laws that govern the State-owned buildings in Pierce County that are managed by the Department of Enterprise Services (DES). This document has been collaboratively developed by DES Asset Management.

Each tenant shall designate a Tenant Representative as the primary contact for their agency. DES works closely with the Tenant Representative to ensure that tenants comply with all health and safety requirements, building codes, building standards, and other applicable laws, rules and guidelines, including reasonable accommodation for disabled, ill or injured employees and visitors. DES Building Manager is a critical resource for you and for DES. We urge you to make a point of identifying your agency's Tenant Representative.

This Tenant Handbook is a "living document" that will be updated and improved as tenancy, buildings, policies and laws change. Your suggestions are always welcomed. Please contact DES Building Manager to submit suggestions or comments.

It is the responsibility of each tenant to ensure adherence to these requirements and guidelines. If you have concerns or questions, contact your Tenant Representative, who will work with the DES Building Manager to resolve issues.

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CONTACTS

FOR EMERGENCIES DIAL 9-911

REPORT ALL FIRE, SECURITY CONCERNS, ACCIDENTS AND INJURIES.

Reporting a Fire

Always report a fire immediately by dialing 9-911 (state phones). Report all fires, no matter how small. Follow by contacting the DES Building Manager at 360-890-0840 or 253-405-1111. By law, we are required to report all fires in facilities of commercial occupancy. The Tacoma Rhodes facility falls under the reporting jurisdiction of the Tacoma Fire Department.

Reporting Suspicious Activity or Persons

Suspicious persons are not always an emergency concern, so if you're not sure, please err on the side of caution and report any suspicious person or activity to the Security Office at 253-405-1111. In case of an emergency, always dial 9-911.

Follow up by contacting the DES Building Manager at 360-890-0840 to let us know that a report has been called in.

Reporting an Accident or Injury

Always follow your agency's policy for reporting an accident or injury during work hours. If the incident occurs in the Tacoma Rhodes Center, please make sure that you or the DES Building Manager is informed. This is especially important if there were facility conditions that caused or contributed to the accident or injury.

If Tenant provides an Automated External Defibrillator (AED) for staff or public use, you must comply with [RCW 70.54.310](#). An AED medical authorization form must be submitted to Pierce County Emergency Medical Services (EMS) and the AED must be maintained by Tenant as required.

DES Services:

DES Building Manager	Phone	360-890-0840	Market Bldg. Office # 542
Day Porter / Maintenance	Phone	253-405-1139	
Security	Phone	253-405-1111	Market Bldg. Office # 532
Parking Garage Questions	Phone	253-405-1111	
Conference Room Questions	Phone	253-405-1111	

Tacoma Rhodes Center Addresses:

Market Building	949 Market Street, Tacoma, WA 98402
Broadway Building	950 Broadway, Tacoma, WA 98402
Garage	940 Market Street, Tacoma, WA 98402

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SAFETY & SECURITY

Building Access

During the standard operating hours of 7:00 am to 5:00 pm, please contact your Tenant Representative or DES Building Manager for access and security questions.

After-hours entry into the building requires a valid security badge or facility key. Employees should use their own security badge or key to enter secured doors. Tailgating is discouraged and employees should not allow others to follow them into secured areas without confirmation of authorized access.

Each agency is responsible for granting approval for employees to receive a secure ID badge. All lost or stolen photo ID building access cards are the responsibility of each tenant and shall be reported immediately to the Security Office for immediate shutoff.

The Tacoma Rhodes Security Office is responsible for producing, activating, and deactivating all security badges as directed by the designated Tenant Representative. To obtain a Cardkey or ID login and password, have your Tenant Representative contact the Security Office at 253-405-1111 between the hours of 7:00 a.m. and 5:00 p.m. or visit the Security Office located in the Market St. Building Suite 532.

Entry and access requests that require after hour response are subject to overtime fees and supervisors will be contacted for requester's access approval.

Elevators, Stairwells, and Corridors

Corridors and hallways are part of an emergency exit system of the building and shall not be used for storage or blocked at any time. DES will post building evacuation maps on each building floor. In addition:

- Passenger elevators are solely for the purpose of transporting employees and guests. Freight elevators are only to be used for freight delivery and maintenance due to weight capacity and safety issues.
- Elevators should not be used when a fire alarm is activated.
- All stairwells are to be kept free of any excess items and shall not be used for storage. Stairwells are important emergency exits during a fire and are the only means of exit.
- Corridor doors shall be kept closed when not in use.
- Repairs to the elevator, corridors, and hallways due to any damage caused by a tenant or their vendor, may be charged to the tenant.

Tenant Representatives are responsible for keeping their staff informed and compliant with building procedures.

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Fire Safety

Tenants shall conduct at least two fire evacuation drills and update their evacuation plans annually.

SERVICES AND AMENITIES

Alterations / Repairs

Alterations or proposed modifications to the buildings are **subject to prior written approval by DES**. Please refer to the lease agreement. To begin the process for requesting facility alterations or modifications, you will need to work with your Tenant Representative and the DES Building Manager to complete a Public Works Request. The DES Building Manager can guide you through this process if you need assistance. All contractors must be pre-approved by DES before working in the Tacoma Rhodes Center.

Alterations may be limited by the building's utility systems and structural capability, or by guidelines set for historic facilities. Upon vacating the premises, the requesting Tenant is responsible for all costs associated with returning the premises to its prior condition. Any alterations must comply with the [Design Guidelines & Construction Standards](#). **Please contact the DES Building Manager for details.**

If you have an emergency repair or maintenance issue, please call the DES Building Manager at 360-890-0840 - 24 hours a day / 7 days a week and holidays.

Food Events (Potlucks, Barbeques, Parties, Fundraisers)

DES can support your office community events and shared meals in a number of ways. Please plan your events in advance. Keep in mind:

- Organizers of events that will produce more garbage than normal should contact the Security Office at 253-405-1111 in advance to notify custodial staff.
- As a courtesy, organizers should also give advance notice (at least four (4) days) to the food service vendors in the building whose business may be impacted by the event.

Garbage/Recycle

DES does not provide desk-side trash or recycle bins. These are to be supplied by the tenant as part of your furnishings. Please contact the DES Building Manager for questions about composting and recycling programs in your building.

Perishable food items must not be left in workstations, drawers, or common areas other than designated coffee bars and break rooms. Each designated coffee bar or break room has "wet" garbage that is removed each evening by the custodians. All food items shall be disposed of in the provided trash or compost receptacles. Depositing coffee grounds, food, plant soil, sweepings, excessive paper, or other substances in sinks, toilets, water fountains, or other plumbing fixtures is strictly prohibited.

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Moving

Contact your agency's Tenant Representative to communicate and coordinate moving needs for furnishings or staff in advance, to prevent inconvenience to other building tenants and prevent damage to building finishes, doors, and elevators. Building damages caused during a move will be repaired at the expense of the responsible tenant.

Tenant moves within a building must be coordinated with DES, particularly when utilization of an elevator will render it unavailable to building tenants for any period of time. DES has protective matting that can be installed to cover the elevator interior finishes. Changes to electrical, fiber and phone lines must be coordinated with DES. If moves involve trucks that could impact parking, please contact your Tenant Representative and the DES Building Manager.

Parking

The parking garage policies and procedures are enforced by the Security Office. Please contact the Security Office at 253-405-1111 regarding parking fees, permits and other questions.

All persons including, but not limited to Tenants, their employees, visitors, off-site agencies' management, etc. must pay for parking in one of the following ways:

1. Yearly Parking Permit – paid for via monthly invoicing by DES (typically negotiated in the lease).
2. Monthly Parking Permit – paid for via monthly invoicing by DES or Cash / Check at the Security Office.
3. Daily Parking Ticket – Purchase these at the Security Office and put them in the parking envelope placed on the parked vehicle and put the envelope in one of the pay boxes located on the first and third floors of the parking garage.
4. Hourly Parking Ticket – Purchase these at the Security Office and put them in the parking envelope placed on the parked vehicle and put the envelope in one of the pay boxes located on the first and third floors.
5. Cash or Check – Place cash or checks in the parking envelope placed on the parked vehicle and put the envelope in one of the pay boxes located on the first and third floors of the parking garage.

Daily / Hourly Parking: Parking Envelopes must have the amount indicated due paid on the date of parking. Persons utilizing parking hourly or daily must not accumulate parking envelopes over a period of time and pay for them in a group payment. Failure to pay on the date due will result in a \$75 parking fine per incident.

Overnight Parking: Only Tenants' business related vehicles displaying valid Monthly or Yearly Parking Permits may be parked in the garage overnight, unless otherwise approved in writing by DES. Vehicles found parking in the garage in violation shall receive a \$50 parking fine per day.

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Motor Pool Vehicle Parking: Motor Pool Vehicles are not exempt from paying for parking. All vehicles parked in the garage must have parking passes. Failure to display a valid parking pass will result in a \$50 parking fine per day.

Reserved Parking Spaces:

1. No reserved parking spaces are allowed in the parking garage unless otherwise noted in the lease agreement. Should Tenants have reserved parking space signs installed without written approval, DES may remove these signs at any time.
2. Should a Tenant have clearly marked "Reserved or Assigned" parking spaces, these spaces must be used daily by those persons with yearly parking passes only. Visitors, guests, agencies' off-site management and those who utilize monthly, daily or hourly parking, must park in non-reserved parking spaces located throughout the parking garage.

Parking Fines:

- 1) Parking in the garage overnight without properly displaying a valid parking permit - \$50 per day.
- 2) Not paying for Daily & Hourly parking fees on the day as indicated on the parking envelope - \$75 per incident.
- 3) Parking Motor Pool Vehicles in the parking garage without a valid parking permit - \$50 per day.

Vehicle Towing: Vehicles in violation of parking policies may be towed at vehicle owner's sole liability and expense.

Signs and Notices

Each tenant will provide their own bulletins (safety boards, notice boards, flyers, etc.) for their assigned tenant areas and will submit a work request to the DES Building Manager to mount bulletins on the wall safely and properly. No bulletins will be mounted on concrete walls, historic or decorative walls, or columns. No bulletins will be mounted in common areas without DES Building Manager approval.

Push pins, staples or tape are not permitted on glass, elevators or doors. Nothing is to be hung from doors, ceilings, light fixtures, elevators or affixed to exterior windows.

Spills and Damage

Promptly report all spills to the Security Office at 253-405-1111, especially when there may be a safety concern. Damage caused or observed by tenants should be reported at the earliest opportunity to prevent worsening, permanent loss, or prevent a hazardous situation from developing. Follow up by contacting your agency's Tenant Representative to let them know a call has been placed.

Storage

Storage areas are available for lease. Please contact DES Building Manager for details.

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If you are a State Agency and have unwanted items, please contact DES Surplus Program at 360-407-1917 for information on eligibility, reuse and disposal. Surplus items and archive boxes must be kept in tenant space until picked up. Tenants are responsible for disposal of their unwanted items and may be charged for leaving items in the building outside of their leased space. Should items be left outside of Tenant's leased space, DES may remove and dispose of the items at Tenant's expense.

WORKPLACE ENVIRONMENT

Animals in State Buildings

In accordance with WAC 200-220-250, Service Animals are allowed. With the exclusion of service animals, no animals are allowed in the buildings at any time. Additionally, animals may not be tied to vehicles in the parking lots or other structures on State-owned property.

Notify the DES Building Manager if a service animal will be in a facility on a regular basis.

Appliances

The following safety requirements apply to the use of appliances in all DES buildings:

- All convenience appliances shall have an Underwriters Laboratories (UL) certification. Convenience appliances (such as, but not limited to, foot warmers, fans, crockpots, etc.) are appliances that are not required for you to do your work and not provided by your employers.
- Food, beverage, and convenience appliances will be regulated to conserve energy.
- The use of small appliances, such as under-counter refrigerators, coffee makers, microwaves, coffee cup warmers, and electrical cooking devices, are restricted to the designated break area or coffee bar.
- Employee-owned food and beverage appliances, fish tanks, or decorative fountains are prohibited.
- Large appliances, such as refrigerators, dishwashers or other appliances used to wash or store food, are restricted to designated break areas and coffee bars equipped with properly grounded, dedicated circuits. Appliances purchased after January 2012 must be Energy Star Rated.
- Ovens and ranges are prohibited except in commercial kitchen areas with full code compliance.
- Areas designated for food preparation must be equipped with a fire extinguisher in close proximity. Coffeepots are to be positioned away from any flammable materials and are to have a functioning timer with automatic shut-off.
- Tenant Representatives are responsible for proper installation of large and small kitchen appliances. If the existing outlets are not sufficient for the appliances, submit a work order to arrange for the installation of additional outlets (circuits) as needed or permitted.

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- Tenants must not leave appliances unattended when in use. This includes, but is not limited to, toasters, microwaves and toaster ovens.
- Open flames, deep fryers and cooking devices such as barbecue grills, are prohibited in State buildings, including balconies, roof tops, porticos, and parking facilities.

Extension Cord Use

Contact your agency's Tenant Representative if you need to use an extension cord. You may only use approved or UL listed extension cords on a temporary basis for less than 90 days. If extension cords must be used, they must be grounded, meaning the plug has three prongs and not be more than six feet in length. Extension cords must not be stretched across the floor, taped down to the floor, or used on a permanent basis.

Hanging Objects or Decorations

Decorations must not be attached to, limit the visibility or use of, restrict access to, or otherwise interfere with the operating ability of fire alarm or fire suppression equipment. Decorations should be limited to interior of offices and cubicles and should not interfere with other offices and cubicles, nor be affixed to windows (such as banners, streamers, etc.).

Access to exit doors and exit paths or corridors, pull stations or fire extinguishers, shall not be obstructed by decorative materials or other items. All decorations shall be either inherently fire retardant or treated with a flame retardant to be flame resistant. Candles or other sources of open flame are not allowed.

Holiday decorations are allowed on a limited basis:

- Living holiday trees are only allowed with Tacoma Fire Department approved retardant applied.
- Only UL listed LED miniature lights shall be allowed when used in accordance with their listing. UL-labeled surge protectors are allowed if free from any visible defects and protected from mechanical damage while in use.
- Decorations are not allowed to be taped or glued to doors, walls or other areas that may be damaged by tape or glue.
- Decorations must be placed in such a way as to avoid tripping hazard and/or causing damage.
- Decorative electrical lights are prohibited on metallic trees.
- Decorations must not be affixed to ceilings, light fixtures, glass, walls or doors.
- Decorations must not be placed on electrical devices, near heat sources, or thermostats.
- All electrically energized decorations must be disconnected when unattended.

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Heating and Cooling

DES and its tenant agencies must use the American Society of Heating, Refrigerating and Air Conditioning Engineers (ASHRAE) recommended [Thermal Environment Conditions](#) of comfort for temperature settings for indoor temperatures of occupied buildings.

- The winter temperature standard is 68.5-75 degrees Fahrenheit.
- The summer temperature standard is 75-80.5 degrees Fahrenheit where mechanical cooling systems are used.

Buildings managed by DES are set to start and shut down at optimal times for heating and cooling as well as energy conservation. If you have ongoing temperature fluctuations outside this range, please contact your Tenant Representative or call the DES Building Manager at 360-890-0840.

If operable windows are opened, it is the tenant's responsibility to close the windows by the end of the workday. If windows do not operate properly, please contact the DES Building Manager and do not open. Please be aware that opening windows will have an impact on HVAC operations and if left open, can create a security incident.

Individual Heaters and Fans

The following safety requirements apply to heating and cooling devices or appliances used by individuals in DES buildings. All devices:

- Must have an Underwriters Laboratories (UL) certification.
- Heaters must be electric radiant panel type with a rating of 200 watts or less.
- Heaters shall be controlled with an occupancy sensor, so the device will shut off automatically when the occupant leaves their work station for longer than 15 minutes.
- Must be plugged directly into an outlet or surge protector.
- Fans must be nine (9) inches or less in diameter and be approved for use by your agency's designated Tenant Representative.

Employee-owned heating devices are prohibited.

Noise and Odors

Excessive noise, odors or other activities that may interfere with tenants and persons conducting business within the building are highly discouraged. Air wicks, air fresheners, incense, potpourri baskets, scented candles, and other fragrance sources can create discomfort for some people and should not be kept in office areas.

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Please avoid loud conversations in work areas. Use an office or conference room when your conversations may be distracting to co-workers. Keep conversations to a minimum when in open work areas and aisles to avoid disturbing people who are working nearby. When meeting with more than one person, use a small conference room, if available. Headphones are recommended when listening to audio presentations, instructional videos, and training.

Plants and Cut Flowers

Live plants are often a pleasing addition to the workplace, however, unhealthy plants can cause problems with insect infestation, mold, or chemical treatments. Do not use any chemical treatments on office plants, and promptly remove any plants or cut flowers that show evidence of pest infestation or decay.

Avoid highly scented or perfumed flowers and plants. Some employees have allergies or are sensitive to scents and pollen. Be prepared to remove plants or flowers if they are causing issues for other employees.

Water and moisture associated with live plants and cut flowers can cause damage to furnishings and tabletops. Do not place live plants or cut flowers on historic wood surfaces or furnishings. Please be sure to use a saucer, protective mat, and/or place on an impermeable surface.

Plants must be contained and not allowed to vine along shelves, windows, and other furniture.

Smoking/Vaping

In accordance with RCW 70.160.075, Smoking/Vaping is prohibited within 25 feet of entrances, exits, windows that open, and ventilation intakes that serve an enclosed area where smoking is prohibited so as to ensure that tobacco smoke does not enter the area through entrances, exits, open windows, or other means. This measure includes the parking garage and ensures that tobacco smoke does not enter the buildings and public health and safety will be adequately protected. DES further prohibits smoking inside of the parking garage.